



भारतीय रिज़र्व बैंक

RESERVE BANK OF INDIA

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RBI/2013-14/ 229

UBD.BPD.(PCB)CIR No. 10 /13.01.000/2013-14

September 5, 2013

The Chief Executive Officers of
All Primary (Urban) Co-operative Banks

Madam/Dear Sir,

**Settlement of Claims of Deceased Depositor - Simplification
of Procedure – Placing of claim forms on bank's website**

Please refer to our circular [UBD.BPD.\(PCB\).Cir.No.32/13.01.000/2012-13 dated January 21, 2013](#) advising all Urban Co-operative Banks (UCBs) to instruct their branches to follow simplified procedure for settlement of claims of deceased depositors as specified in our circular [UBD.BPD.Cir.No.4/13.01.00/2005-06 dated July 14, 2005](#).

2. Further, with a view to facilitating timely settlement of claims on the death of a depositor, banks are advised to provide claim forms for settlement of claims of the deceased's account(s), to any person/s who is/are approaching the bank / branches for this. UCBs having website may also place the claim forms on their website prominently so that claimants of the deceased depositor can access and download the forms without their having to visit the concerned bank/branch for obtaining such forms for filing claim with the bank.

Yours faithfully,

(A.K.Bera)
Principal Chief General Manager

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हिंदी आसान है, इसका प्रयोग बढ़ाइए।

चेतावनी: भारतीय रिज़र्व बैंक द्वारा ई-मेल, डाक, एसएमएस या फोन कॉल के जरिए किसी की भी व्यक्ति की जानकारी जैसे बैंक के खाते का ब्योरा, पासवर्ड आदि नहीं मांगी जाती है। यह धन रखने या देने का प्रस्ताव भी नहीं करता है। ऐसे प्रस्तावों का किसी भी तरीके से जवाब मत दीजिए।
Caution: RBI never sends mails, SMSs or makes calls asking for personal information like bank account details, passwords, etc. It never keeps or offers funds to anyone. Please do not respond in any manner to such offers.